

Enterprise Incident Report July 2012

As of 8/1/2012

Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Commerce	Application Services	Martin Gonzalez	0	1	1
			0	1	1
		Assigned to Individual Total	0	1	1
			0	1	1
	Application Support	Jason Back	0	1	1
			0	0	0
		Michele Orrell	0	1	1
			0	0	0
		Mya Taaffe	0	3	3
			0	0	0
		Assigned to Individual Total	0	5	5
			0	0	0
	Capitol Hosting	Joe Benson	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
	Help Desk	Brenda Treadway	0	2	2
			0	2	2
		Julie VanBeekum	2	9	11
			2	9	11
		Sarah Johnson	0	1	1
			0	0	0

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			High	Low	FCR Total
Commerce	Help Desk	Assigned to Individual Total	2	12	14
			2	11	13
	Metro A Desktop Support	James Kammeyer	0	1	1
			0	0	0
		Nancy Hachmeister	0	7	7
			0	0	0
		Rodney Austin	0	33	33
			0	10	10
		Assigned to Individual Total	0	41	41
			0	10	10
	Metro A Help Desk	Ed Conrad	0	8	8
			0	7	7
		Edward Fortner	0	3	3
			0	0	0
		Liz Evans	0	1	1
			0	1	1
		Assigned to Individual Total	0	12	12
			0	8	8
	Strategic Communications	Dennis Rogers	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	1	1
			0	1	1
		Assigned to Individual Total	0	1	1
			0	1	1
	Voice Operations	Gail Christiansen	0	2	2
			0	0	0

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			High	Low	FCR Total
Commerce	Voice Operations	Kelly Johnson	0 0	3 0	3 0
		Romanza Hamblin Sorensen	0 0	5 3	5 3
		Assigned to Individual Total	0 0	10 3	10 3
	Voice/Data/WAN Services	Mike Johnson	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Assigned Group Total		2 2	85 35	87 37
	Customer Company Total			2 2	85 35

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Commerce	Application Services	Martin Gonzalez	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Application Support	Jason Back	0 0	1 0	1 0
		Michele Orrell	0 0	1 0	1 0
		Mya Taaffe	0 0	3 0	3 0
		Assigned to Individual Total	0 0	5 0	5 0
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	2 0
		Julie VanBeekum	2 0	9 0	11 0
		Sarah Johnson	0 0	1 0	1 0

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			High	Low	MIR Total
Commerce	Help Desk	Assigned to Individual Total	2	12	14
			0	0	0
	Metro A Desktop Support	James Kammeyer	0	1	1
			0	0	0
		Nancy Hachmeister	0	7	7
			0	0	0
		Rodney Austin	0	33	33
			0	0	0
		Assigned to Individual Total	0	41	41
			0	0	0
	Metro A Help Desk	Ed Conrad	0	8	8
			0	0	0
		Edward Fortner	0	3	3
			0	0	0
		Liz Evans	0	1	1
			0	0	0
		Assigned to Individual Total	0	12	12
			0	0	0
	Strategic Communications	Dennis Rogers	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
	Voice Operations	Gail Christiansen	0	2	2
			0	0	0

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Commerce

			High	Low	MIR Total
Commerce	Voice Operations	Kelly Johnson	0 0	3 0	3 0
		Romanza Hamblin Sorensen	0 0	5 0	5 0
		Assigned to Individual Total	0 0	10 0	10 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	85 0	87 0
Customer Company Total			2 0	85 0	87 0

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Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Commerce	Application Services	Martin Gonzalez	0 0.00	1 0.27	1 0.27
		Assigned to Individual Total	0 0.00	1 0.27	1 0.27
	Application Support	Jason Back	0 0.00	1 0.00	1 0.00
		Michele Orrell	0 0.00	1 0.08	1 0.08
		Mya Taaffe	0 0.00	3 0.22	3 0.22
		Assigned to Individual Total	0 0.00	5 0.15	5 0.15
	Capitol Hosting	Joe Benson	0 0.00	1 0.48	1 0.48
		Assigned to Individual Total	0 0.00	1 0.48	1 0.48
	Help Desk	Brenda Treadway	0 0.00	2 0.06	2 0.06
		Julie VanBeekum	2 0.00	9 0.04	11 0.03
		Sarah Johnson	0 0.00	1 0.16	1 0.16

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Commerce

			High	Low	ATTIR Total
Commerce	Help Desk	Assigned to Individual Total	2 0.00	12 0.05	14 0.04
	Metro A Desktop Support	James Kammeyer	0 0.00	1 0.07	1 0.07
		Nancy Hachmeister	0 0.00	7 0.09	7 0.09
		Rodney Austin	0 0.00	33 0.10	33 0.10
		Assigned to Individual Total	0 0.00	41 0.10	41 0.10
	Metro A Help Desk	Ed Conrad	0 0.00	8 0.01	8 0.01
		Edward Fortner	0 0.00	3 0.09	3 0.09
		Liz Evans	0 0.00	1 0.24	1 0.24
		Assigned to Individual Total	0 0.00	12 0.05	12 0.05
	Strategic Communications	Dennis Rogers	0 0.00	1 0.39	1 0.39
		Assigned to Individual Total	0 0.00	1 0.39	1 0.39
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	2 0.58	2 0.58

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			High	Low	ATTIR Total
Commerce	Voice Operations	Kelly Johnson	0 0.00	3 0.45	3 0.45
		Romanza Hamblin Sorensen	0 0.00	5 0.24	5 0.24
		Assigned to Individual Total	0 0.00	10 0.37	10 0.37
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.19	1 0.19
		Assigned to Individual Total	0 0.00	1 0.19	1 0.19
	Assigned Group Total		2 0.00	85 0.13	87 0.13
Customer Company Total			2 0.00	85 0.13	87 0.13

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Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Commerce	Application Services	Martin Gonzalez	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Application Support	Jason Back	0 0	1 0	1 0
		Michele Orrell	0 0	1 0	1 0
		Mya Taaffe	0 0	3 0	3 0
		Assigned to Individual Total	0 0	5 0	5 0
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	2 0
		Julie VanBeekum	2 0	9 0	11 0
		Sarah Johnson	0 0	1 0	1 0

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Commerce

			High	Low	MR Total
Commerce	Help Desk	Assigned to Individual Total	2 0	12 0	14 0
	Metro A Desktop Support	James Kammeyer	0 0	1 0	1 0
		Nancy Hachmeister	0 0	7 0	7 0
		Rodney Austin	0 0	33 0	33 0
		Assigned to Individual Total	0 0	41 0	41 0
	Metro A Help Desk	Ed Conrad	0 0	8 0	8 0
		Edward Fortner	0 0	3 0	3 0
		Liz Evans	0 0	1 0	1 0
		Assigned to Individual Total	0 0	12 0	12 0
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	2 0	2 0

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Commerce

			High	Low	MR Total
Commerce	Voice Operations	Kelly Johnson	0 0	3 0	3 0
		Romanza Hamblin Sorensen	0 0	5 0	5 0
		Assigned to Individual Total	0 0	10 0	10 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	85 0	87 0
Customer Company Total			2 0	85 0	87 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Commerce	Application Services	Martin Gonzalez	0 0.00	1 0.28	1 0.28
		Assigned to Individual Total	0 0.00	1 0.28	1 0.28
	Application Support	Jason Back	0 0.00	1 0.94	1 0.94
		Michele Orrell	0 0.00	1 0.08	1 0.08
		Mya Taaffe	0 0.00	3 0.49	3 0.49
		Assigned to Individual Total	0 0.00	5 0.50	5 0.50
	Capitol Hosting	Joe Benson	0 0.00	1 0.55	1 0.55
		Assigned to Individual Total	0 0.00	1 0.55	1 0.55
	Help Desk	Brenda Treadway	0 0.00	2 0.09	2 0.09
		Julie VanBeekum	2 0.00	9 0.04	11 0.03
		Sarah Johnson	0 0.00	1 2.33	1 2.33

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			High	Low	ATTR Total
Commerce	Help Desk	Assigned to Individual Total	2 0.00	12 0.24	14 0.20
	Metro A Desktop Support	James Kammeyer	0 0.00	1 0.07	1 0.07
		Nancy Hachmeister	0 0.00	7 0.15	7 0.15
		Rodney Austin	0 0.00	33 0.32	33 0.32
		Assigned to Individual Total	0 0.00	41 0.28	41 0.28
	Metro A Help Desk	Ed Conrad	0 0.00	8 0.09	8 0.09
		Edward Fortner	0 0.00	3 0.32	3 0.32
		Liz Evans	0 0.00	1 0.31	1 0.31
		Assigned to Individual Total	0 0.00	12 0.17	12 0.17
	Strategic Communications	Dennis Rogers	0 0.00	1 3.10	1 3.10
		Assigned to Individual Total	0 0.00	1 3.10	1 3.10
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	2 3.07	2 3.07

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			High	Low	ATTR Total
Commerce	Voice Operations	Kelly Johnson	0 0.00	3 1.06	3 1.06
		Romanza Hamblin Sorensen	0 0.00	5 1.61	5 1.61
		Assigned to Individual Total	0 0.00	10 1.74	10 1.74
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.37	1 0.37
		Assigned to Individual Total	0 0.00	1 0.37	1 0.37
	Assigned Group Total		2 0.00	85 0.48	87 0.47
Customer Company Total			2 0.00	85 0.48	87 0.47

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Detail

INC000000526148	Mary Price	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Metro A Desktop Support	James Kammeyer	Commerce	Low	Closed	TTR Missed: No	0.07
INC000000541918	Amber Cooper	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000542016	Amber Nielsen	Telecom	None	None		TIR Missed: No	0.61
	Voice Operations	Gail Christiansen	Commerce	Low	Closed	TTR Missed: No	3.15
INC000000542028	Mark Fagergren	Telecom	Dial Tone	Telephone		TIR Missed: No	0.53
	Voice Operations	Kelly Johnson	Commerce	Low	Closed	TTR Missed: No	2.29
INC000000542033	Mary Price	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.10
INC000000542034	Kenneth Wamsley	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.11
INC000000542061	Daniel L. Briggs	Telecom	Call/Receive	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Commerce	Low	Closed	TTR Missed: No	1.65
INC000000542339	Mark Long	None	None	None		TIR Missed: No	0.27
	Application Services	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: No	0.28
INC000000542813	Mary Price	Application	None	Microsoft Office 2003 Professior		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.02
INC000000542820	Marcia Corak	Network	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.03
INC000000542863	Jacob Corsi	Mobile Devices	None	None		TIR Missed: No	0.16
	Help Desk	Sarah Johnson	Commerce	Low	Closed	TTR Missed: No	2.33
INC000000542899	Mark Fagergren	Telecom	None	None		TIR Missed: No	0.19
	Voice/Data/WAN Services	Mike Johnson	Commerce	Low	Closed	TTR Missed: No	0.37
INC000000542940	Marvin Everett	PC/Laptop	None	None		TIR Missed: No	0.20
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.21
INC000000542941	Linda Mitchell	Telecom	Voice Mail	Telephone		TIR Missed: No	0.55
	Voice Operations	Romanza Hamblin Sorensen	Commerce	Low	Closed	TTR Missed: No	1.07
INC000000543193	Julie Price	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.19
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.19
INC000000543409	Julie Price	PC/Laptop	Virus	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.00

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INC000000543726	Charles H Peterson	Application	None	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	0.00
INC000000544882	Jan Buchi	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	0.04
INC000000544989	Larry Gooch	Telecom	None	None	TIR Missed: No	0.43
	Voice Operations	Kelly Johnson	Commerce	Low Closed	TTR Missed: No	0.43
INC000000545287	Karen Wicker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	0.00
INC000000545321	Sandra Garside	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low Closed	TTR Missed: No	0.00
INC000000545367	Michael Pitts	None	None	None	TIR Missed: No	0.37
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.37
INC000000545374	Jennifer Bolton	None	None	None	TIR Missed: No	0.32
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.32
INC000000545498	Angela Hendricks	Application	None	Adobe Acrobat	TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low Closed	TTR Missed: No	0.03
INC000000545581	Brandon Henrie	Telecom	Voice Mail	Telephone	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Commerce	Low Closed	TTR Missed: No	0.72
INC000000545796	Dee Thorell	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	0.06
	Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	0.10
INC000000546145	Dave Hermansen	None	None	None	TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.04
INC000000546197	Jan Buchi	Network	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.14
INC000000546223	Karen McMullin	PC/Laptop	Virus	None	TIR Missed: No	0.05
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.05
INC000000546224	Jennie Jonsson	PC/Laptop	Error	None	TIR Missed: No	0.24
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.43
INC000000546278	Ann Skaggs	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.01
INC000000546556	Katherine Klotovich-Wilson	PC/Laptop	None	None	TIR Missed: No	0.01
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.04
INC000000546778	Connie Call	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low Closed	TTR Missed: No	0.00

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INC000000546788	Jody Colvin	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.10
INC000000546824	Mark Long	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	0.00
INC000000546847	Elizabeth Blaylock	PC/Laptop	Error	None	TIR Missed: No	0.30
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.41
INC000000547003	Peter Anjewierden	Application	Error	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Commerce	Low Closed	TTR Missed: No	0.00
INC000000547035	Marvin Sims	Application	None	Controlled Substance Database	TIR Missed: No	0.48
	Capitol Hosting	Joe Benson	Commerce	Low Closed	TTR Missed: No	0.55
INC000000547192	Lauree Larson	None	None	None	TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low Closed	TTR Missed: No	0.72
INC000000547346	Barbara Waters	None	None	None	TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low Closed	TTR Missed: No	0.08
INC000000547965	David B Taylor	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	0.01
INC000000548187	Christy Daskalakis	Telecom	None	None	TIR Missed: No	0.56
	Voice Operations	Gail Christiansen	Commerce	Low Closed	TTR Missed: No	2.99
INC000000548359	Kristen Arnold	Telecom	Voice Mail	Telephone	TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin Sorensen	Commerce	Low Closed	TTR Missed: No	0.71
INC000000548785	David B Taylor	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.12
INC000000548808	Mark Long	Application	Error	Gmail	TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Commerce	Low Resolved	TTR Missed: No	0.00
INC000000548901	David B Taylor	EIS Hardware	None	None	TIR Missed: No	0.39
	Strategic Communications	Dennis Rogers	Commerce	Low Closed	TTR Missed: No	3.10
INC000000548938	Cheryl Murray	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	0.14
INC000000548943	Brenda Salter	Telecom	Voice Mail	Telephone	TIR Missed: No	0.44
	Voice Operations	Romanza Hamblin Sorensen	Commerce	Low Closed	TTR Missed: No	3.89
INC000000548944	Amber Cooper	Application	Password	Utah Master Directory	TIR Missed: No	0.12
	Help Desk	Brenda Treadway	Commerce	Low Closed	TTR Missed: No	0.17
INC000000548961	Marcia Corak	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.78

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INC000000549190	Mary Price	PC/Laptop	Hardware	None		TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.09
INC000000549423	Jennie Jonsson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.07
INC000000549584	Craig Livingston	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Application Support	Jason Back	Commerce	Low	Resolved	TTR Missed: No	0.94
INC000000549693	Elliot Lawrence	None	None	None		TIR Missed: No	0.06
	Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.21
INC000000549698	Nadia Mahallati	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.31
INC000000549915	Elliot Lawrence	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.59
INC000000550248	Toni Heldman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000550261	Julie Price	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000550606	Toni Heldman	Application	Error	None		TIR Missed: No	0.54
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.55
INC000000550665	Mark Steinagel	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.33
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.33
INC000000550717	Michael Palumbo	Application	Error	Novell GroupWise		TIR Missed: No	0.09
	Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.16
INC000000551073	Michele Beck	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	High	Resolved	TTR Missed: No	0.00
INC000000551112	Jody Woolf	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000551117	Matani Manatau	PC/Laptop	None	None		TIR Missed: No	0.23
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.23
INC000000551929	Connie Call	Application	None	Internet Explorer		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.04
INC000000552194	Craig Livingston	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000552195	Craig Livingston	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.44

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INC000000552303	Mary Ester Allers	Application	None	Internet Explorer		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.62
INC000000552320	Jody Colvin	Network	Performance	None		TIR Missed: No	0.11
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.11
INC000000552339	Jennica Robison	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000552344	Susan Higgs	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000552546	Connie Hendricks	PC/Laptop	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.38
INC000000552644	Leah Lindstrom	Telecom	Voice Mail	None		TIR Missed: No	0.39
	Voice Operations	Kelly Johnson	Commerce	Low	Resolved	TTR Missed: No	0.46
INC000000552899	Renda Christensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.67
INC000000552916	Toni Heldman	PC/Laptop	Error	None		TIR Missed: No	0.30
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.90
INC000000553148	Carolyn Dennis	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.08
	Application Support	Michele Orrell	Commerce	Low	Resolved	TTR Missed: No	0.08
INC000000553162	Kenneth Barton	PC/Laptop	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.07
INC000000553289	Cyndy Nelson	Application	Error	None		TIR Missed: No	0.24
	Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.31
INC000000553318	Pamela Bennett	Application	None	Microsoft Word		TIR Missed: No	0.13
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.66
INC000000553405	Michael Pitts	PC/Laptop	Virus	None		TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.62
INC000000553626	Adam Watson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.41
INC000000553682	Christy Daskalakis	PC/Laptop	None	None		TIR Missed: No	0.10
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.10
INC000000553871	Dennis Miller	Application	None	PGP		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.90
INC000000553895	Kathy Berg	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	High	Resolved	TTR Missed: No	0.00

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INC000000554416	Susan Higgs	Network	Performance	None		TIR Missed: No	0.23
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.24
INC000000554473	Amber Cooper	PC/Laptop	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000555007	Carol Inglesby	None	None	None		TIR Missed: No	0.67
	Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	0.67